

**SYSTEM AND METHOD FOR ENFORCING COMMUNICATIONS BANDWIDTH
BASED SERVICE LEVEL AGREEMENTS TO PLURALITY OF CUSTOMERS
HOSTED ON A CLUSTERED WEB SERVER**

ABSTRACT OF THE DISCLOSURE

5 A method and system for controlling and guaranteeing a service level agreement (SLA)
based on a communications outbound link bandwidth usage to a plurality of customers having
electronic business activity hosted by at least one server as a server farm, includes monitoring the
outbound communications bandwidth usage by each customer traffic to determine a level of
service being provided to each customer with respect to the agreed service level agreement in
10 each service cycle time per unit of time. The flow of incoming requests to each customer
business activity application is controlled so as to guarantee a level of service previously agreed
to the customer by queuing requests to the customer and by selectively dropping requests to the
customer to guarantee the agreed service levels to the customer. The controlling process controls
and guarantees each outbound link usage based service level agreement by controlling the flow
15 of incoming requests to the at least one server.